

**MARYLAND MORTGAGE &
MARYLAND HOMECREDIT PROGRAMS**
~CONTACT INFORMATION~
mmp.maryland.gov



- Lender Resources on the MMP website includes links to Directives, Compliance Manuals, Fact Sheets, and more:

<http://mmp.maryland.gov/Lenders/Pages/default.aspx>

NOTE: PLEASE ALLOW 24-48 HOURS FOR REVIEW OF A NEW UPLOADED SUBMISSION LOAN AS WELL AS FOR ANY UPLOADED CONDITIONS. PLEASE CHECK LENDER ONLINE PRIOR TO CALLING FOR STATUS.

- For general program or compliance questions, or to follow up if you haven't received an answer, contact one of the following staff members. They will take your question and make sure you receive a timely response.

Vicki Jones 301-429-7841

Ed Anthony 301-429-7828

Singlefamilyhousing.dhcd@maryland.gov

- Loan Operations Manager: Karl Metzgar, Assistant Director
karl.metzgar@maryland.gov, 301-429-7826

- If you need to escalate an underwriting concern, please contact:
Debbie Conner, Underwriter Supervisor
debra.conner@maryland.gov, 301-429-7800

- For status or processing of conditions, please contact:
Angel Barksdale, Processor
angel.barksdale@maryland.gov, 301-429-7836

- For prior approval for: Asset Test (Attachment F), Business Use (Attachment N), or a Power of Attorney, please contact:

Pat Smith, Underwriter, patriciaa.smith@maryland.gov, 301-429-7839

OR

Debbie Conner, Underwriter Supervisor, debra.conner@maryland.gov, 301-429-7800

- For Attachment R (changes to loan):
Email to: Attachment_r_mailbox.dhcd@maryland.gov

- For Attachment W (DPA reimbursement requests):
PLEASE SEE: Directive #2015-03 dated 1/21/2015
Email to: CDA_WireInstructions.dhcd@maryland.gov

- To escalate a concern about Attachments R or W, please contact:
Marque Gibson, Processing Supervisor
marque.gibson@maryland.gov, 301-429-7830

US Bank Contact List

- U.S. Bank Lending Manual is available online at www.mrbp.usbank.com
- Customer Care Team
 - Current status of your loan
 - Answers to questions on deficiencies
 - Updated Deficiency Reports

The call center's live hours of operation are from 8:00 AM to 5:00 PM Central Standard Time. Our goal will be to return all voicemail messages received by the Customer Care Team between 7:00 AM and 3:30 PM Central Standard Time within the same day of receipt. To reach the Customer Care Team, call 800-562-5165 and select option "1" or email hfacustomercare@usbank.com.

- Please upload conditions to clear loans for purchase to DocVelocity or for paper files until June 1st, please send by e-mail to your assigned Deficiency Specialist
- Post funding purchase detail questions or escrow reimbursements: hfa.postfunding@usbank.com
- Questions pertaining to final and recorded docs: documentcontrol@usbank.com
- All general program questions: hfa.programs@usbank.com or 800-562-5165 option "2"
- All Dodd-Frank compliance questions: USBHMLenderSupport@usbank.com